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GOVERNOR



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AARON S. FUJIOKA
ADMINISTRATOR

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 587-4700 Fax: (808) 587-4703
www.spo.hawaii.gov

December 26, 2003

TO: Executive Branch Agencies
Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health System Corporation
City and County of Honolulu
County of Maui
County of Kauai

FROM: Procurement Officer

SUBJECT: **Change No. 22**
SPO Price List No. 01-02
INTERISLAND AIRLINE TICKETING
(IFB-00-145-OHMK)

Hawaiian Airlines will not extend the "G" coupons beyond the printed expiration date. Expired "Y" coupons (within one year of expiration date) may be extended with a \$25.00 per coupon fee. Hawaiian Air must receive expired "Y" coupons to Hawaiian Airlines no later than January 31, 2004. Extended coupons will be valid only until February 29, 2004. Coupons may be exchanged at various locations. Purchase orders must be for the exact amount. Procurement card numbers will be accepted over the phone.

Ala Moana Ticket Office

- Must present expired coupon, form of payment, and confirmation code.
- Reservation must be made for each coupon being exchanged.
- A miscellaneous sales receipt (MSR) will be attached to each coupon, which must be presented at check-in.
- No altered coupons accepted.

Hawaiian Airlines Sales Office

- Must present twenty (20) or more expired coupons and form of payment
- Altered coupons accepted.

Mail: Hawaiian Airlines
Oahu Sales
Honolulu International Airport
P.O. Box 30008
Honolulu, HI 96820-0008

Hand Delivered:

Hawaiian Airlines
3375 Koapaka Street, G350
Hours: 8 am to 5 pm Mon-Fri
Honolulu, HI 96820

Airport Ticket Counters

- Expired coupons may be exchanged at check-in along with form of payment and confirmation code.
- Reservation must be made each coupon exchanged.
- No altered coupons.

Aloha Airline coupons may be used up to 90 days after expiration date with a \$25.00 per coupon extension fee. Extended coupons will be valid only for specific dates of travel. Aloha requires the traveler's name, travel dates, destination, and confirmation number. Coupons may be exchanged any Aloha Airlines airport ticket counter or city ticket office. Purchase orders, made payable to Aloha Airlines for the exact amount, will be accepted. Procurement cards will be accepted if presented at the time of exchange.

Robert J. Govers, CPPB
Procurement Officer

November 19, 2003

TO: Executive Branch Agencies
Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health System Corporation
City and County of Honolulu
County of Maui
County of Kauai

FROM: Procurement Officer

SUBJECT: Change No. 21
SPO Price List No.01-02
INTERISLAND AIRLINE TICKETING
(IFB-00-145-OHMK)

Panda Travel supply of Hawaiian Airlines "Y" coupons have been depleted. For the remaining term of the contract (through January 17, 2004), Panda Travel will have Hawaiian and Aloha Airlines tickets as indicated below.

Hawaiian Airline "V" Fare - \$82.00

- Electronic ticket
- Nonrefundable (tickets will retain its value for one year from the date of issue)
- Name changes are permitted without penalty
- Flight, date, destination changes are permitted without penalty if rebooked in "V" class. If "V" is not available, the fare will be recalculated to the next lowest class available and the difference collected.

Aloha Airlines "T" Fare - \$83.00

- Paper ticket (not to be confused with a coupon)
- Refundable with a \$30.00 penalty (tickets will retain its value for one year from the date of issue)
- Name changes and rerouting not permitted
- Flight and date changes are permitted without penalty if rebooked in "T" class. If "T" is not available, the fare will be recalculated and the difference collected.

If Hawaiian “V” and Aloha “T” fares are not available, Panda will offer the most economical published fare, plus \$5.00 service fee. All restrictions and penalties associated with published fares are applicable.

Reservations for Aloha or Hawaiian Airlines may be obtained by phone, fax, or e-mail:

<u>Agent</u>	<u>Phone #</u>	<u>Fax #</u>	<u>E-mail Address</u>
Tammy Tan	738-3344	738-3828	Ttan@Panda-group.com
Piilani Kaupu	738-3501	738-3828	Pkaupu@Panda-group.com
Kery Low-Wong	738-3566	738-3828	Klo@Panda-group.com
Shierleen Washington	738-3563	738-3828	Swashington@panda-group.com

Payment by purchase order or procurement card is acceptable. Agencies desiring to use the same purchase order number for multiple purchases must contact Melanie Ishikawa, Panda Travel, at 738-3311 to set up an accounting arrangement.

Should you have any questions, Bonnie Kahakui, Travel Administrator, can be contacted at 587-4702, fax 587-4703, or bonnie.a.kahakui@hawaii.gov

ROBERT J. GOVERNS, CPPB
Procurement Officer

LINDA LINGLE
GOVERNOR



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**STATE OF HAWAII
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www.spo.hawaii.gov

February 27, 2003

TO: Executive Branch Agencies
Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health Systems Corporation
City and County of Honolulu
County of Maui
County of Kauai

FROM: Procurement Officer

SUBJECT: Change 16
Price List No. 01-02
Interisland Airline Ticketing
(IFB-00-145-OHMK)

Aloha and Hawaiian Airlines have officially announced their intent to terminate the government discount fares effective May 31, 2003. The executive branch agencies and participating jurisdictions will have several options available to them.

Government Coupon Purchases

Panda Travel has a very limited supply of Aloha Airlines "MP" and Hawaiian "G" coupons, which are available for purchase at \$50.75, on a first come first served basis. Hawaiian coupons expire April 3, 2005. Aloha coupons expire August 3, 2003. Extensions will not be granted on either Hawaiian or Aloha.

Electronic Tickets (valid only on Hawaiian Airlines Until 5/31/03)

E-tickets on Hawaiian Airlines are available at the "G" fare of \$50.75. Agencies requiring e-ticket service must first call Hawaiian Airlines direct, at 838-1555 on Oahu, or toll-free (800) 882-8811 on Neighbor Islands, to secure the reservations. It is imperative that the Hawaiian's reservation agent acknowledges that "G" coupons will be used. An incorrect booking class may result in additional payment to the airlines. Note down the record locator or confirmation number. After the reservations are confirmed with Hawaiian, fax a copy of the purchase order to Panda at (808) 738-3828.

Include the following information on the PO:

- a. Confirm in writing on PO that e-ticketing is requested.
- b. Name of traveler.
- c. Reservation confirmation number or record locator.
- d. Traveler's home, business and/or cellular phone for flight change notification.
- e. Name and telephone number of individual placing the order or responsible part.
- f. Exact billing address.
- g. "SPO Price List No. 01-02".

Agencies may also book reservations online at www.hawaiianair.com/gov. Once the reservations are secured, fax a copy of the Hawaiian Air printed confirmation sheet and the purchase order to Panda as indicated above along with the relevant information.

Hawaiian Airlines will allow date changes only on e-tickets. If a date change is required, call Hawaiian Airlines direct with the revised dates and the original e-ticket number. Name and routing changes are not permitted.

Hawaiian "Y" Coupon Purchase

Panda Travel has made available for purchase Hawaiian "Y" coupons at a rate of \$70.00. The coupons are nonrefundable, expire December 31, 2003, and cannot be extended. The State and participating jurisdictions may purchase "Y" coupons until the supply has been exhausted or until December 15, 2003, whichever comes first. "Y" coupons are valid for any coach class of service.

Changes to the coupons are not permitted. It is recommended that the coupons be left blank until the very last possible moment to avoid invalidating the coupon.

Aloha "Y" Coupon Purchase

Panda Travel has also made available for purchase a limited supply of Aloha Airlines "Y" coupons at the rate of \$70.00. The coupons are nonrefundable, expire on September 30, 2003, and cannot be extended. The State and participating jurisdictions may purchase "Y" coupons until the supply has been exhausted or until September 15, 2003, whichever comes first. "Y" coupons are valid for any coach class of service. Aloha coupons are not valid on Island Air.

Changes in flight numbers, date or traveler's name may be made directly on the coupon by drawing a line through the old information and writing the new information above it. Do not use a covering agent to whiteout the original information. The use of a covering agent shall void the coupon. Voided coupons will not be exchanged.

Change No. 16
Price List No. 01-02
February 27, 2003
Page 3

Orders for Aloha and Hawaiian coupons may be placed by phone, fax or walk-in between the hours of 8:00 am and 5:30 pm, and also by mail to Panda Travel to the attention of Patrick Ganhinhin or Piilani Kaupu. Payment must be made by purchase order or procurement card, if available.

Agencies may also take advantage of any Panda Travel promotional coupon offers, made to the general public, that are lower in cost than the \$70.00 "Y" fare. Agencies should be aware that promotional offers will have restricted validity dates and must be purchased within the specified dates advertised, therefore, caution is advised when considering any promotional offers.

Inter-island travel is continuously changing. The State Procurement Office is making every effort to keep abreast of the current changes and to secure the most beneficial arrangements. All participating jurisdiction will be alerted to any changes and updates as they become available.

Should anyone have any questions, contact Bonnie Kahakui, Travel Administrator, at 587-4702.

ROBERT J. GOVERNS, CPPB
Procurement Officer

LINDA LINGLE
GOVERNOR



PROCUREMENT POLICY BOARD
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**STATE OF HAWAII
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January 31, 2003

TO Executive Branch Agencies
Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health System Corporation
City and County of Honolulu
County of Maui
Kauai Department of Water

FROM: Procurement Officer

SUBJECT: Change 15
Price List No. 01-02
Inter-Island Airline ticketing
(IFB-00-145-OHMK)

Aloha Airlines is in the process of implementing an electronic ticket system for the State. Until that time, participating jurisdictions are able to continue purchasing Aloha Airlines inter-island coupons from Panda Travel at the rate of \$50.75 per coupon. See Change 14, dated January 8, 2003, for booking procedures.

Effective immediately Aloha Airline coupons will have a five to six month expiration date, as indicated on the coupon. No extensions will be granted

ROBERT J. GOVERNS, CPPB
Procurement Officer

January 8, 2003

TO: Executive Branch Agencies
Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health Systems Corporation
City and County of Honolulu
Kauai Department of Water

FROM: Procurement Officer

SUBJECT: Change 14
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Hawaiian and Aloha Airlines recently announced their decision to discontinue the use of inter-island flight coupons, effective January 6, 2003. However, Panda Travel has a limited supply of both Hawaiian and Aloha coupons, which are available for purchase to participating jurisdictions, on a first come first serve basis. Hawaiian coupons have an expiration date of February 27, 2005 and Aloha coupons will expire September 30, 2004. The airlines will honor the coupons until the expiration date. Extensions will not be granted.

Reservations on Hawaiian Airlines, using government coupons, must be booked in "G" class. Travelers should be prepared to give the Hawaiian reservation agent the fare basis code of GOWPA. Failure to make reservations in the correct class of service may result in a \$25.00 over-the-counter payment to Hawaiian Airlines. Agencies may choose to call Hawaiian Airlines direct or use their government website at www.hawaiianair.com/gov. On the government site, "coach" must be selected as class of service. The procedure for electronic ticketing is unchanged. Once issued, electronic tickets are valid for one year from date of issue. There is no charge for date and time changes provided the same class of service is available. No other changes are permitted.

Reservation on Aloha Airlines must be booked in "MP" class. An incorrect booking class may result in denied boarding. Electronic ticketing is not available on Aloha Airlines.

Travelers have experienced lengthy wait times calling Aloha Airlines Reservations Center. As a courtesy to the State, Panda Travel has offered to make reservations on Aloha Airlines for those using "MP" coupons. Coupon holders may call Aloha Airlines direct at (808) 484-1111, or one of the following numbers at Panda Travel.

Piilani Kaupu	738-3501	pkaupu@panda-group.com
Tammy Tan	738-3344	ttan@panda-group.com
Shaun Wallace	738-3356	swallace@panda-group.com

E-mail messages are encouraged. The information must include the following:

- Legal name of the traveler
- Dates of travel
- Island Destination
- Times traveler must be at the destination
- Contact person's name, phone and fax numbers

Panda's customer service representatives are making reservations only. It is the agencies responsibility to procure the necessary amount of coupons. Travelers requiring reservations within 24-hours prior to desired travel date and time must call Aloha Airlines direct.

No other changes in procedures are being implemented at this time. New procedures and guidelines will be distributed when the details are finalized with Panda Travel and the airlines.

/s/ Robert J. Governs
ROBERT J. GOVERNS, CPPB
Procurement Officer

BENJAMIN J. CAYETANO
GOVERNOR

PROCUREMENT POLICY BOARD

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AARON S. FUJIOKA
ADMINISTRATOR

STATE OF HAWAII
STATE PROCUREMENT OFFICE

P.O. Box 119
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Tel: (808) 587-4700 Fax: (808) 587-4703
www.state.hi.us/icsd/dags/spo.html

November 21, 2002

TO: Executive Branch Agencies

FROM: Procurement Officer

SUBJECT: Change No. 13
SPO Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Aloha and Hawaiian Airlines were granted antitrust immunity to allow them to jointly set the level of capacity that would be offered collectively in the major Hawaiian inter-island markets. The approval was granted on September 30, 2002 under Section 116 of the Aviation and Transportation Security Act of 2001 (Public Law 71, November 19, 2001).

As a result, the "G" coupons and e-tickets issued under this price list will no longer be comparable to the "Y" ticket and will be restricted to "G" class seating availability. Although "G" class seats will be available on all scheduled inter-island flights, the number of "G" class seats will be limited.

Due to the limitation in number of seats, reduction in the number of flights, and possible last-minute flight cancellations, **agencies may purchase Aloha Airline coupons from Panda Travel, for use whenever necessary, to ensure timely departures and arrivals. The SPO Form-5 will not be required for purchase of Aloha Airline coupons from Panda Travel.**

ROBERT J. GOVERNS, CPPB
Procurement Officer

c: Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health System Corporation
City and County of Honolulu
County of Maui
Maui Department of Water Supply

BENJAMIN J. CAYETANO
GOVERNOR

AARON S. FUJIOKA
ADMINISTRATOR



PROCUREMENT POLICY BOARD
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MYRON L. TONG

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

August 28, 2002

TO: Executive Branch Agencies
Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health System Corporation
City and County of Honolulu
County of Maui
Maui Department of Water Supply
Kauai Department of Water
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 12
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Effective immediately, the following check-in procedure shall apply to passengers using Hawaiian Airline or Aloha Airline coupons.

Hawaiian Airlines Premier Club and Aloha Airlines Pass Club check-in counter services are reserved for members only. However, if the coupon holder is a club member, he or she may check-in at the appropriate service counter by showing his or her membership card.

Coupon holders who are not members of either club must check-in at General Passenger check-in counters only.

Passengers on Hawaiian Airlines travelling from Honolulu airport may also check-in through their drive-through station located on the ground floor at the mauka end of the building. There are no drive-through counters available on the neighbor islands.

ROBERT J. GOVERNS, CPPB
Procurement Officer

July 17, 2002

TO: Executive Branch Agencies
Department of Education
University of Hawaii
Office of Hawaiian Affairs
Hawaii Health System Corporation
City and County of Honolulu
County of Maui
Maui Department of Water Supply
Kauai Department of Water
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 11
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

The subject price list, inclusive of Change Nos. 1 through 10, is extended until August 10, 2004.

This price list continues to exclude flights to and from Lanai and Molokai and between the two islands. Please do not submit SPO Form-5 waiver requests for Molokai and Lanai travel.

ROBERT J. GOVERNS, CPPB
Procurement Officer

c: Senate
House of Representatives
Judiciary
Honolulu City Council
Honolulu Board of Water Supply
Maui County Council
Kauai County
Hawaii County
Hawaii County Council
Hawaii Board of Water Supply

July 10, 2002

TO: All State Executive Agencies Only

FROM: Procurement Officer

SUBJECT: Change No. 10
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

1. Reference Change No. 6 issued November 16, 2001. In a continued effort to assist agencies in expediting business travel, effective immediately, the following procedures have been established which supercede the second paragraph of Change No. 6:
 - a. Agencies shall continue to utilize Hawaiian Airlines coupons for inter-island travel.
 - b. When reservations cannot be made for travel on Hawaiian Airlines for any of the following reasons, agencies may immediately purchase Aloha Airlines coupon(s) through Panda Travel, Inc. (Panda) and secure reservations for the required flight departure time(s).
 - Flight cancellation
 - Seating unavailable on the desired flight
 - Re-scheduling of meeting time, date or place is not feasible
 - To minimize nonproductive time

One or more of the above reasons, as appropriate, shall be entered on the purchase order issued to Panda for Aloha Airlines coupon(s). Under these circumstances, a SPO Form-5 waiver is not required.
 - c. SPO Form-5 waiver, including after-the-fact, shall continue to be required when none of the above 1b reasons apply, such as lost or misplaced Hawaiian Airlines coupons, missed flights, medical conditions, and when Aloha Airlines coupon cannot be purchased from Panda (see 2 below).

2. When the purchase of Aloha Airlines coupon(s) is appropriate, the coupon shall be purchased as follows:

Vendor: Panda Travel, Inc.
*Cost: \$50.75 per coupon

*Cost is based on a regular unrestricted one-way fare for travel between Honolulu, Hilo, Kona, Kahului and Lihue.

When Aloha Airlines coupon cannot be purchased from Panda for various reasons such as those listed below, SPO Form-5 shall be submitted on an after-the-fact basis:

- Last minute flight cancellation by Hawaiian Airlines and there isn't time to purchase Aloha Airlines coupons from Panda.
- Unanticipated last minute travel plans that Panda cannot accommodate through Hawaiian Airlines or Aloha Airlines.

The following shall apply to the Aloha Airlines coupon:

- a. Booking code for the coupon is **MP**. It is equivalent to a "Y" coupon for which there are no restrictions.

Reservations must be made by calling the Aloha Airlines Reservations Call Center at (808) 484-1111. Panda's customer representative service will not make flight reservations when this coupon is used.

- b. Frequent flyer miles are not applicable.
- c. Coupon is not valid for Island Air flights.
- d. Coupon is valid for twenty-four (24) months from date of issuance. No extension shall be allowed beyond this period at any cost.
- e. Alteration of the coupon. Changes in flight numbers, date or traveler's name may be made directly on the coupon by drawing a line through the old information and writing the new information above it.

Do not use a covering agent to white-out the original information. The use of a covering agent shall void the coupon. The voided coupon may be exchanged only through Panda by mail or in person together with a copy of the coupon purchase order. Allow four (4) to six (6) weeks for exchange.

By mail: 1017 Kapahulu Avenue, Honolulu, Hawaii 96816
In person: Any Panda sales office (refer to page 6 of the price list for locations).

- f. No e-ticketing (electronic ticketing service) is available.
- g. Refunds will not be made for unused, lost or stolen coupons.

Robert J. Govers, CPPB
Procurement Officer

c: Department of Education
University of Hawaii
The Senate
Office of Hawaiian Affairs
Hawaii Health System Corporation
City and County of Honolulu

Honolulu Board of Water Supply
County of Maui
Maui Department of Water Supply
County of Kauai
Kauai Department of Water
Kauai County Council

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

April 2, 2002

TO: All State Executive Branch Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 9
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Agency requesting exchange of an altered coupon purchased prior to February 1, 2002, the effective date of the airport security tax, will be imposed the \$2.50 tax per coupon.

Robert J. Govers, CPPB
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

January 28, 2002

TO: All State Executive Branch Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 8
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Effective February 1, 2002, the price per coupon is increased to \$50.75 due to an increase in the Airport Security Tax of \$2.50 that was initiated by the Federal Government due to 911.

For E-ticketing purchases only, direct flights (no stopovers) will be the same price as coupons while non-direct flights will be assessed a \$2.50 per stopover.

Example: Flights from Honolulu to Hilo with a stopover (indicated by 1 on the flight schedule) in Maui will be charged an additional \$2.50 fee (\$50.75 +\$2.50=\$53.25) because of a stopover in Maui.

Agencies are therefore requested whenever possible, **to utilize coupons when taking non-direct flights to avoid the additional \$2.50 fee.**

Robert J. Govers, CPPB
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

January 9, 2002

TO: All State Executive Branch Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 7
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Effective January 1, 2002, the price per coupon is increased to \$48.25 due to the increase in the Federal Flight Segment Tax which increased by \$.25.

Robert J. Govers, CPPB
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

January 9, 2002

TO: All State Executive Branch Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 7
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Effective January 1, 2002, the price per coupon is increased to \$48.25 due to the increase in the Federal Flight Segment Tax which increased by \$.25.

Robert J. Govers, CPPB
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

November 16, 2001

TO: All State Executive agencies only

FROM: Robert J. Govers, CPPB
Procurement Officer

SUBJECT: Change No. 6
Price list No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Due to reductions in the number of inter-island flights and the possible increase in airline travel during the holiday season, obtaining inter-island reservations to arrive at destinations on a timely basis may be difficult.

Agencies shall continue to utilize Hawaiian Airlines coupons for inter-island travel. However, in situations where reservations cannot be made for the required flight departure time because of flight cancellations or seats sold out and re-scheduling of meeting time, date or place is not feasible, agencies may immediately purchase the coupon and secure reservations with a competing inter-island carrier that has the required flight time. Purchase, however, is restricted to only the required flight departure time. Agencies will still be responsible to submit SPO Form 5, after-the-fact, along with detailed information (desired Hawaiian Airline flight number, time and date of flight, destination, required arrival time and purpose of travel, etc.) justifying the purchase. The SPO Form 5 shall be faxed (586-0570) to the SPO within seven (7) calendar days after purchasing coupon and securing reservation. Failure to comply with the above may result in disapproval of request.

Agencies are also urged to review the price list (Price list No. 01-02) with all personnel travelling on State business, particularly the policies on flight cancellation, late boarding, and Price List change #5 regarding check-in time. The price list is available on the Internet at <http://www.state.hi.us/icsd/dags/spo.html>, the State of Hawaii Internet Home Page address.

c: Department of Education	Honolulu Board of Water Supply
University of Hawaii	County of Maui
The Senate	Maui Department of Water Supply
Office of Hawaiian Affairs	County of Kauai
Hawaii Health System Corporation	Kauai Department of Water
City and County of Honolulu	Kauai County Council

SPO Price List No. 01-02
08/11/00-08/10/02

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

September 24, 2001

TO: All State Executive Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 5
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

In light of the recent events, airports are operating at the highest security level and Hawaiian Airlines is advising passengers, whenever possible, to check in **at least two (2) hours** prior to flight departure time. Agencies are requested to advise all personnel of the change in check-in time.

Hawaiian Airline ticket counter will open at:

Honolulu:	4:30 AM
Hilo:	6:00 AM
Kona:	5:00 AM
Maui:	5:00 AM
Kauai:	5:30 AM
Molokai:	5:30 AM to 8:30 AM and 1:00 PM to 5:30 PM
Lanai:	5:15 AM to 9:15 AM and 3:30 PM to 6:30 PM

The above times are subject to change.

Aaron S. Fujioka
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

September 14, 2001

TO: All State Executive Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 4
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

In light of the recent events, airports are operating at the highest security level and Hawaiian Airlines is advising passengers to check in at least ninety (90) minutes prior to flight departure time. Agencies are requested to advise all personnel of the change in check-in time.

Aaron S. Fujioka
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

September 4, 2001

TO: All State Executive Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 3
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Effective immediately, please change item 2a on page 7, as follows:

From: a. That a "G" coupon purchased through the State of Hawaii contract will be used.

To: a. That a "G" coupon purchased through the State of Hawaii contract will be used. NOTE: If advised by reservations that G coupons cannot be used for a particular flight due to "limited seating", ask to speak to a supervisor. There are no restrictions for use of G coupons except where flights are completely booked.

Aaron S. Fujioka
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

August 21, 2001

TO: All State Executive Branch Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 2
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Please replace the current price list with the attached revision. Changes are underlined and printed in bold Italics.

AARON S. FUJIOKA
Procurement Officer

STATE PROCUREMENT OFFICE

SPO PRICE LIST NO. 01-02 (All Islands)
Replaces SPO Price List No. 98-47

INTERISLAND AIRLINE TICKETING
(IFB-00-145-OHMK)
August 11, 2000 to August 10, 2002

STATE'S COMMITMENT. Agencies of the following purchasing jurisdictions are required to purchase from this price list:

- | | |
|-------------------------------------|-------------------------------------|
| 1. Executive Branch | 8. Honolulu Board of Water Supply |
| 2. Department of Education | 9. County of Maui |
| 3. University of Hawaii | 10. Maui Department of Water Supply |
| 4. Senate | 11. County of Kauai |
| 5. Office of Hawaiian Affairs | 12. Kauai Department of Water |
| 6. Hawaii Health System Corporation | 13. Kauai County Council |
| 7. City and County of Honolulu | |

EXCEPTIONS TO THE PRICE LIST. When the use of the price list is not suited to an agency's purpose, the appropriate purchasing jurisdiction may grant an exception to purchase outside of the price list. Executive Branch agencies shall use SPO Form 5 (dated 9/18/96 or later), "Request for Authorization to Purchase Outside of the Price List", for this purpose.

POINTS OF CONTACT. Questions regarding the tickets or coupons listed herein should be directed to **Panda**. If questions or problems arise *at the airport*, locate a "**Red Coat**" (Hawaiian Airlines Customer Resource Manager dressed in a red coat) for assistance. There are four (4) red coats on duty at all airports.

Procurement questions or complaints may be directed as follows:

	<u>Point of Contact</u>	<u>Telephone</u>	<u>Facsimile</u>
1. Executive Branch	Alvin Washiashi	586-0571	586-0570
2. Department of Education	<u>Dennis Kajikawa</u>	675-0130	675-0133
3. University of Hawaii	Jamie Wong	956-8687	956-8093
4. Senate	Paul Kawaguchi	586-6720	586-6719
5. Office of Hawaiian Affairs	Audra Butera	594-1955	594-1865
6. Hawaii Health System Corporation	Robin Springer	733-4022	733-4028
7. City and County of Honolulu	Earl Goro	523-4795	527-6834
8. Honolulu Board of Water Supply	Calvin Okamoto	527-5253	527-6155
9. County of Maui	Greg King	270-7488	270-7138
10. Maui Department of Water Supply	Mike Quinn	270-8013	270-7136
11. County of Kauai	Florence Kakuda	241-6294	241-6297
12. Kauai Department of Water	Clarita M. Remigio	245-5423	245-5813
13. Kauai County Council	K. Inazu	241-6357	241-6834

USE OF PRICE LIST BY NONPROFIT ORGANIZATIONS

Pursuant to Section 103D-804, Hawaii Revised Statutes (HRS), nonprofit organizations with current purchase of service contract(s) (Chapter 42D or 103F, HRS) have been invited to participate in the State Procurement Office's (SPO) price lists.

If a nonprofit organization (hereinafter called "nonprofit") wishes to purchase from a SPO price list, the nonprofit must obtain approval from each price list vendor, i.e., participation must be mutually agreed upon. A price list vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and price list vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a price list vendor.

VENDOR: **Panda Travel, Inc.** (hereinafter "**Panda**")
Purchase Order and Payment Address:
1017 Kapahulu Avenue, Honolulu, Hawaii 96816
Telephone (808) 738-3357; Facsimile (808) 738-3828

VENDOR CODES for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order. Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

PRICE PER AIRLINE TICKET is **\$48.00***.

The price is based on a **regular *unrestricted one-way fare*** for travel between Honolulu, Hilo, Kona, Kahului, and Lihue **via Hawaiian Airlines** (hereinafter "**Hawaiian**"). **Flights with destinations to and from Lanai and Molokai are excluded from this price list.** It includes costs for delivery or mailing of coupons, if applicable, and all applicable taxes. Price does not include any costs associated with mileage programs; therefore employees are not entitled to frequent flyer miles.

Agencies are advised that price list change(s) will be issued in the event of price adjustment(s) due to 1) federal government adjustment to the airline industry's user fees, or 2) significant charges in the cost of jet fuel.

CHOICES AVAILABLE TO THE AGENCY

- 1) Type of ticketing:
 - a) **Electronic ticketing** (hereinafter "**e-ticketing**"); **A BOARDING PASS WILL BE ISSUED; A COUPON WILL NOT BE ISSUED,** or
 - b) **Coupon**
- 2) Type of payment:
 - a) **Purchase order** (hereinafter "**PO**"), or
 - b) ***Procurement card**, when available to the agency

***Effective January 1, 2001 (Price Change #1)**

CHOICES AVAILABLE TO THE AGENCY - continued

- 2) Type of payment - continued
 - b) ***Procurement card** - continued

*Prior to allowing its agencies to use a procurement card, the purchasing jurisdiction must submit a list of the procurement card number(s) along with the name(s) of authorized card users to:

Panda Travel, Inc.	Attention:	Tammy Tan (808) 738-3344; or
1017 Kapahulu Avenue		<u>Piilani Kaupu (808) 738-3501</u>
Honolulu, Hawaii 96816	Facsimile:	(808) 738-3828

Orders will not be processed unless the cardholder placing the order is on the authorized card user list. Cardholder is requested to consult with the Point of Contact listed for his or her purchasing jurisdiction prior to initially using the procurement card for this price list.

E-TICKETING PROCEDURES

E-ticketing is just a phone call away. It's a simple and efficient process, no coupons issued, only a boarding pass.

Reservations (e-ticketing)

1. **Agencies requiring e-ticketing service must request this verbally and in writing (list on PO) to Panda Travel. Unless specifically requested, e-ticketing service will not be provided to agencies.** Reservations are to be placed through Panda only by telephone or fax machine only **from 8:30 a.m. through 5:30 p.m., Monday through Friday except holidays. Requests submitted during after hours will be accepted but will be subject to Panda's ability to confirm reservations. Agencies are requested to contact Panda to confirm e-ticketing reservations in the event of flight cancellation or filled flights.**

Call: Tammy Tan (808) 738-3344 or **Piilani Kaupu (808) 738-3501**

Fax: Attention the above individuals (808) 738-3828

2. Provide the following information:
 - a. Name of traveler, including home and work telephone numbers;
 - b. Island (departure and destination);
 - c. Date and time.
 - d. **Notify Panda that e-ticketing Service is requested and confirm in writing on PO.**

Notify Panda immediately of any changes to the above information. E-ticketing changes cannot be made at the airport check-in counter.

Payment (e-ticketing)

Make payment **to Panda** by PO or procurement card.

1. PO:

Payment (e-ticketing) - continued

Change #2

SPO Price List No. 01-02
08/11/00-08/10/02

1. PO - continued

Mail or fax to Panda, attention Tammy Tan or **Piilani Kaupu**. PO must be submitted to Panda prior to the travel date and time:

Panda Travel, Inc. Fax:(808) 738-3828
1017 Kapahulu Avenue
Honolulu, Hawaii 96816

The PO for a phoned-in reservation shall be followed by a FAXED copy. Do not mail the original of the faxed PO.

Include the following information on the PO:

- a. Quantity of one-way tickets.
- b. Confirm in writing on PO that e-ticketing is requested.**
- b. Name of traveler.
- c. Traveler's home, business and/or cellular phone number (for flight cancellation notification purposes).
- d. Name and telephone number of individual placing the order or responsible party.
- e. Exact billing address.
- f. "SPO Price List No. 01-02".

2. Procurement card:

Provide procurement card number and name of authorized cardholder.

Agencies with procurement cards desiring to order and purchase E-Tickets through the Internet are requested to contact Daisy Tsui (808) 737-3699 at Panda Travel, Inc. to establish security safeguards for the use of procurement card via the Internet.

Boarding Pass (e-ticketing)

1. A boarding pass, in place of a coupon, will be **issued by Hawaiian** at its respective airport check-in counter, upon presentation of **a picture I.D.** If the name on the I.D. presented does not match the name of e-ticket owner, the boarding pass will not be issued.
2. **Traveler must advise the check-in agent that he or she has been established under the State of Hawaii Contract.** Upon confirmation of the traveler's status as a State of Hawaii contract passenger, the check-in agent will stamp the boarding pass with "State of Hawaii Pre-Board Only".

COUPON PURCHASE PROCEDURES

The coupon issued under this price list is a Hawaiian Airlines "G" coupon **valid for twenty five months from date of issuance** with the expiration date stamped on each coupon. Agency buying in bulk for planned travel is requested not to exceed the quarterly allotment.

Orders (coupon)

1. Orders may be placed by phone, fax or walk-in between the hours of 8:00 a.m. and 5:30 p.m., and also by mail to the attention of:

Tammy Tan, Telephone (808) 738-3344; Facsimile: (808)738-3828, or
Piilani Kaupu, Telephone **(808) 738-3501**; Facsimile: (808) 738-3828

2. Walk-in orders will normally be accommodated within a short waiting period at the **1017 Kapahulu Avenue location only**, however, there is no guarantee of this; therefore, it is highly recommended that orders be placed by phone, fax or mail.

Payment (coupon)

Make payment to **Panda** by PO or procurement card.

1. PO:

Mail or fax to Panda, attention Tammy Tan or **Piilani Kaupu**:

Panda Travel, Inc. Fax: (808) 738-3828
1017 Kapahulu Avenue
Honolulu, Hawaii 96816

The PO for a phoned-in order shall be followed by a FAXED copy. Do not mail the original of the faxed PO.

Include the following information on the PO:

- a. Quantity of one-way tickets.
- b. Name and telephone number of individual placing the order or responsible party.
- c. Exact mailing or delivery address.
- d. Billing address. Note: Invoice will be sent with the order, not separately.
- e. **If coupons will be picked up by agency, indicate on PO "Pickup by agency" and Pickup location (when agency wants to pick up coupon at one of the Panda locations) so as to avoid coupon from being mailed to the agency.**
- f. Pickup location (when agency wants to pick up coupon at one of the Panda locations).
- g. "SPO Price List No. 01-02".

COUPON PURCHASE PROCEDURES - continued

2. Procurement Card:

Provide the credit card number and name of authorized cardholder.

Pickup or Delivery (coupon)

1. Pick up by agency:

Coupon(s) will be ready to be picked up by the agency at the following location upon receipt of purchase order or procurement card order:

Panda Travel, Inc.(Oahu)
1017 Kapahulu Avenue
Honolulu, Hawaii 96816

Attention: Tammy Tan (808) 738-3344; or
Piilani Kaupu (808) 738-3501

Coupon(s) will be ready to be picked up by the agency within three (3) days from receipt of purchase order at the following Panda sales office locations. Prior to pick up, please confirm the pick up date and location with the appropriate Panda office. Note: All POs must be sent to Panda's Kapahulu office location.

Pali Travel (Oahu)
1304 Pali Highway
Honolulu, Hawaii 96813

P III Travel (Oahu)
98-150 Kaonohi St.
Ste. B-116
Aiea, Hawaii 96701

Kaikoo Travel (Hilo)
1263 Kilauea Ave. Ste. 310
Hilo, Hawaii 96720

Attention: Makiko
(808) 738-3860

Attention: Corene
(808) 738-3537

Attention: Rene
(808)935-4458 ext. 3841

2. Delivery by Panda:

Coupons will be delivered to the agency within five (5) working days following receipt of purchase order or procurement card order. Delivery shall be accomplished either in person or by "certified mail". If warranted, Panda will arrange for delivery of coupons via Federal Express. However, agencies are requested to utilize "e-ticketing" when travel is immediate.

Panda shall be responsible for loss or damage to the coupons during delivery until the agency actually takes possession of the coupons, as verified by signature of recipient or in the case of mailed coupons, a return certified receipt.

Reservations (coupon)

1. **Reservations must be made through Hawaiian.**

COUPON HOLDERS: DO NOT BOOK RESERVATIONS THROUGH PANDA OR ANY OTHER TRAVEL AGENCY.

COUPON PURCHASE PROCEDURES - continued
Reservations (coupon) - continued

2. Call Hawaiian or access their website on the Internet.

♦ Telephone: Oahu: (808) 838-1555; Neighbor Islands: (800) 882-8811

When making reservations by phone, provide the following information to the Hawaiian reservations agent:

- a. That a "G" coupon purchased through the State of Hawaii contract will be used.
 - b. Traveler's home, business, and/or cellular phone numbers (for flight cancellation purposes).
- ♦ Internet: <http://www.hawaiianair.com/gov> (instructions are attached)

Altered Coupon

1. A coupon with the name scratched or whited out and another name inserted is considered an **altered coupon**, exchangeable only through **Panda**. Agencies with an altered coupon can make an exchange by mailing the coupon, together with a copy of the coupon purchase order, to Panda Travel, Inc., 1017 Kapahulu Avenue, Honolulu, Hawaii 96816 or exchange it at any of Panda's sales offices (refer to page 6 for locations).
2. A coupon with a name different from the traveler's name, not been scratched or whited out, can be exchanged by the traveler at the airport ticket counter. A boarding pass will be issued in exchange for the coupon for confirmed reservations only. No coupon exchanges will be made at the airport counter.

CHECK-IN AND PRE-BOARDING PRIVILEGES

1. **Check-in.** Travelers should allow sufficient time prior to departure to be checked in within thirty (30) minutes prior to flight departure time.
2. **Pre-Boarding Privileges.**

Pre-boarding of State of Hawaii contract passengers will not be announced. At the time of pre-boarding, traveler is advised to stand at the back of the Hawaiian Airlines Premier Club line and pre-board right after the Club members, before the general public. **To benefit from this pre-boarding arrangement, passengers must be at the boarding gate no later than twenty (20) minutes before flight departure.**

- a. Coupon holder:

"SOH" surrounded by asterisks, is printed at the top right hand corner of the "G" coupon. This special coding allows coupon holders to pre-board.

- b. E-ticketed traveler:

Refer to **E-TICKETING PROCEDURE, Boarding Pass**, item 2. Upon confirmation that traveler is a State of Hawaii contract passenger, the check-in agent will stamp the boarding pass with "State of Hawaii Pre-Board Only".

- c. Group travelers (10 or more passengers):

Pre-boarding for group travel is not allowed. Early check-in and working with the ticket agent is advised for the most advantageous boarding and seating through the general boarding process.

FLIGHT CANCELLATIONS AND LATE BOARDING

1. **Flight Cancellations.** If a flight is cancelled but Hawaiian does not notify the reservation holder of the cancellation prior to arrival at the airport, Hawaiian shall extend to the traveler at no additional charge, the option of:
 - a. Boarding Hawaiian's next available flight to the same destination; or
 - b. Having Hawaiian obtain reservations on another Carrier's aircraft leaving before Hawaiian's next available flight, if seating is available.
2. **Late Boarding.** When the traveler has not checking in within thirty (30) minutes of flight departure and misses the flight, only option 1.a. above shall apply.

RECEIPT OF PURCHASE ORDERS PRIOR TO PRICE LIST EXPIRATION

Purchase orders or e-ticketing reservations must be received by Panda no later than July 31, 2002. It is the agency's responsibility to ensure that purchase orders are sent and reservations are made on a timely basis. Panda is not obliged to accept any purchase order or e-ticketing reservations after the price list expiration date. In the interest of minimizing both purchase order processing and Panda Travel, Inc.'s delivery costs, agencies are urged to order coupons in bulk or utilize e-ticketing whenever possible.

PRICE LIST AVAILABLE ON HAWAII FYI. Agencies may retrieve a copy of this price list via the State's Hawaii FYI electronic gateway by dialing one of the following modem numbers: Hawaii - 974-6640, Kauai - 274-3600, Maui - 984-2000, Oahu - 587-4800.

At the main menu select *Hawaii Internet Services Menu*, then select *State price Lists* for the current listing. If assistance is required to access Hawaii FYI, call the ICSD Assistance Center at 586-1919 from Oahu and 1-800-252-1132 from the neighbor islands.

This price list is also available on the Internet at <http://www.state.hi.us/icسد/dags/spo.html>, the State of Hawaii Internet Home Page address.

AARON S. FUJIOKA
Procurement Officer

STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

December 19, 2000

TO: All State Executive Branch Agencies;
Department of Education;
University of Hawaii;
The Senate;
Office of Hawaiian Affairs;
Hawaii Health System Corporation;
City and County of Honolulu;
Honolulu Board of Water Supply;
County of Maui;
Maui Department of Water Supply;
County of Kauai;
Kauai Department of Water; and
Kauai County Council

FROM: Procurement Officer

SUBJECT: Change No. 1
Price List No. 01-02
Inter-Island Airline Ticketing
(IFB-00-145-OHMK)

Effective January 1, 2001, the price per coupon is increased to \$48.00 due to the increase in the Federal Flight Segment Tax which increased by \$.25.

Robert J. Govers, CPPB
Procurement Officer

SPO Price List No. 01-02
08/11/00-08/10/02

STATE PROCUREMENT OFFICE

SPO PRICE LIST NO. 01-02 (All Islands)
Replaces SPO Price List No. 98-47

INTERISLAND AIRLINE TICKETING
(IFB-00-145-OHMK)
August 11, 2000 to August 10, 2002

STATE'S COMMITMENT. Agencies of the following purchasing jurisdictions are required to purchase from this price list:

- | | |
|-------------------------------------|-------------------------------------|
| 1. Executive Branch | 8. Honolulu Board of Water Supply |
| 2. Department of Education | 9. County of Maui |
| 3. University of Hawaii | 10. Maui Department of Water Supply |
| 4. Senate | 11. County of Kauai |
| 5. Office of Hawaiian Affairs | 12. Kauai Department of Water |
| 6. Hawaii Health System Corporation | 13. Kauai County Council |
| 7. City and County of Honolulu | |

EXCEPTIONS TO THE PRICE LIST. When the use of the price list is not suited to an agency's purpose, the appropriate purchasing jurisdiction may grant an exception to purchase outside of the price list. Executive Branch agencies shall use SPO Form 5 (dated 9/18/96 or later), "Request for Authorization to Purchase Outside of the Price List", for this purpose.

POINTS OF CONTACT. Questions regarding the tickets or coupons listed herein should be directed to **Panda**. If questions or problems arise *at the airport*, locate a "**Red Coat**" (Hawaiian Airlines Customer Resource Manager dressed in a red coat) for assistance. There are four (4) red coats on duty at all airports.

Procurement questions or complaints may be directed as follows:

	<u>Point of Contact</u>	<u>Telephone</u>	<u>Facsimile</u>
1. Executive Branch	Alvin Washiashi	586-0571	586-0570
2. Department of Education	DOE Procurement	675-0130	675-0133
3. University of Hawaii	Jamie Wong	956-8687	956-8093
4. Senate	Paul Kawaguchi	586-6720	586-6719
5. Office of Hawaiian Affairs	Audra Butera	594-1955	594-1865
6. Hawaii Health System Corporation	Robin Springer	733-4022	733-4028
7. City and County of Honolulu	Earl Goro	523-4795	527-6834
8. Honolulu Board of Water Supply	Calvin Okamoto	527-5253	527-6155
9. County of Maui	Greg King	270-7488	270-7138
10. Maui Department of Water Supply	Mike Quinn	270-8013	270-7136
11. County of Kauai	Florence Kakuda	241-6294	241-6297
12. Kauai Department of Water	Clarita M. Remigio	245-5423	245-5813
13. Kauai County Council	K. Inazu	241-6357	241-6834

USE OF PRICE LIST BY NONPROFIT ORGANIZATIONS

Pursuant to Section 103D-804, Hawaii Revised Statutes (HRS), nonprofit organizations with current purchase of service contract(s) (Chapter 42D or 103F, HRS) have been invited to participate in the State Procurement Office's (SPO) price lists.

If a nonprofit organization (hereinafter called "nonprofit") wishes to purchase from a SPO price list, the nonprofit must obtain approval from each price list vendor, i.e., participation must be mutually agreed upon. A price list vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and price list vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a price list vendor.

VENDOR: **Panda Travel, Inc.** (hereinafter "**Panda**")
Purchase Order and Payment Address:
 1017 Kapahulu Avenue, Honolulu, Hawaii 96816
Telephone (808) 738-3357; Facsimile (808) 738-3828

VENDOR CODES for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order. Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

PRICE PER AIRLINE TICKET is **\$47.75**.

The price is based on a **regular *unrestricted one-way fare*** for travel between Honolulu, Hilo, Kona, Kahului, and Lihue **via Hawaiian Airlines** (hereinafter "**Hawaiian**"). It includes costs for delivery or mailing of coupons, if applicable, and all applicable taxes. Price does not include any costs associated with mileage programs; therefore employees are not entitled to frequent flyer miles.

Agencies are advised that price list change(s) will be issued in the event of price adjustment(s) due to 1) federal government adjustment to the airline industry's user fees, or 2) significant charges in the cost of jet fuel.

CHOICES AVAILABLE TO THE AGENCY

- 1) Type of ticketing:
 - a) **Electronic ticketing** (hereinafter "**e-ticketing**"); A BOARDING PASS WILL BE ISSUED; A COUPON WILL NOT BE ISSUED, or
 - b) **Coupon**
- 2) Type of payment:
 - a) **Purchase order** (hereinafter "**PO**"), or
 - b) ***Procurement card**, when available to the agency

CHOICES AVAILABLE TO THE AGENCY - continued

- 2) Type of payment - continued
 - b) ***Procurement card** - continued

*Prior to allowing its agencies to use a procurement card, the purchasing jurisdiction must submit a list of the procurement card number(s) along with the name(s) of authorized card users to:

Panda Travel, Inc.	Attention:	Tammy Tan (808) 738-3344; or
1017 Kapahulu Avenue		Karen Gonzaga (808) 738-3589
Honolulu, Hawaii 96816	Facsimile:	(808) 738-3828

Orders will not be processed unless the cardholder placing the order is on the authorized card user list. Cardholder is requested to consult with the Point of Contact listed for his or her purchasing jurisdiction prior to initially using the procurement card for this price list.

E-TICKETING PROCEDURES

E-ticketing is just a phone call away. It's a simple and efficient process, no coupons issued, only a boarding pass.

Reservations (e-ticketing)

1. Reservations are to be placed **through Panda only** by telephone or fax machine only.

Call: Tammy Tan (808) 738-3344 or Karen Gonzaga (808) 738-3589

Fax: Attention the above individuals (808) 738-3828

2. Provide the following information:

- a. Name of traveler, including home and work telephone numbers;
- b. Island (departure and destination);
- c. Date and time.

Notify Panda immediately of any changes to the above information. E-ticketing changes cannot be made at the airport check-in counter.

Payment (e-ticketing)

Make payment **to Panda** by PO or procurement card.

1. PO:

Mail or fax to Panda, attention Tammy Tan or Karen Gonzaga. PO must be submitted to Panda prior to the travel date and time:

Panda Travel, Inc.	Fax:(808) 738-3828
1017 Kapahulu Avenue	
Honolulu, Hawaii 96816	

E-TICKETING PROCEDURES - continued

Payment (e-ticketing) - continued

1. PO - continued

The PO for a phoned-in reservation shall be followed by a FAXED copy. Do not mail the original of the faxed PO.

Include the following information on the PO:

- a. Quantity of one-way tickets.
- b. Name of traveler.
- c. Traveler's home, business and/or cellular phone number (for flight cancellation notification purposes).
- d. Name and telephone number of individual placing the order or responsible party.
- e. Exact billing address.
- f. "SPO Price List No. 01-02".

2. Procurement card:

Provide procurement card number and name of authorized cardholder.

Agencies with procurement cards desiring to order and purchase E-Tickets through the Internet are requested to contact Daisy Tsui (808) 737-3699 at Panda Travel, Inc. to establish security safeguards for the use of procurement card via the Internet.

Boarding Pass (e-ticketing)

1. A boarding pass, in place of a coupon, will be **issued by Hawaiian** at its respective airport check-in counter, upon presentation of **a picture I.D.** If the name on the I.D. presented does not match the name of e-ticket owner, the boarding pass will not be issued.
2. **Traveler must advise the check-in agent that he or she has been established under the State of Hawaii Contract.** Upon confirmation of the traveler's status as a State of Hawaii contract passenger, the check-in agent will stamp the boarding pass with "State of Hawaii Pre-Board Only".

COUPON PURCHASE PROCEDURES

The coupon issued under this price list is a Hawaiian Airlines "G" coupon **valid for twenty five months from date of issuance** with the expiration date stamped on each coupon. Agency buying in bulk for planned travel is requested not to exceed the quarterly allotment.

Orders (coupon)

1. Orders may be placed by phone, fax or walk-in between the hours of 8:00 a.m. and 5:30 p.m., and also by mail to the attention of:

Tammy Tan, Telephone (808) 738-3344; Facsimile: (808) 738-3828, or
Karen Gonzaga, Telephone (808) 738-3589; Facsimile: (808) 738-3828

2. Walk-in orders will normally be accommodated within a short waiting period at the **1017 Kapahulu Avenue location only**, however, there is no guarantee of this; therefore, it is highly recommended that orders be placed by phone, fax or mail.

Payment (coupon)

Make payment to **Panda** by PO or procurement card.

1. PO:

Mail or fax to Panda, attention Tammy Tan or Karen Gonzaga:

Panda Travel, Inc. Fax: (808) 738-3828
1017 Kapahulu Avenue
Honolulu, Hawaii 96816

The PO for a phoned-in order shall be followed by a FAXED copy. Do not mail the original of the faxed PO.

Include the following information on the PO:

- a. Quantity of one-way tickets.
 - b. Name and telephone number of individual placing the order or responsible party.
 - c. Exact mailing or delivery address.
 - d. Billing address. Note: Invoice will be sent with the order, not separately.
 - e. Pickup location (when agency wants to pick up coupon at one of the Panda locations).
 - f. "SPO Price List No. 01-02".
2. Procurement Card:

Provide the credit card number and name of authorized cardholder.

COUPON PURCHASE PROCEDURES - continued

Pickup or Delivery (coupon)

1. Pick up by agency:

Coupon(s) will be ready to be picked up by the agency at the following location upon receipt of purchase order or procurement card order:

Panda Travel, Inc.(Oahu) Attention: Tammy Tan (808) 738-3344; or
1017 Kapahulu Avenue Karen Gonzaga (808) 738-3589
Honolulu, Hawaii 96816

Coupon(s) will be ready to be picked up by the agency within three (3) days from receipt of purchase order at the following Panda sales office locations. Prior to pick up, please confirm the pick up date and location with the appropriate Panda office. Note: All POs must be sent to Panda's Kapahulu office location.

Pali Travel (Oahu)
1304 Pali Highway
Honolulu, Hawaii 96813

P III Travel (Oahu)
98-150 Kaonohi St.
Ste. B-116
Aiea, Hawaii 96701

Kaikoo Travel (Hilo)
1263 Kilauea Ave. Ste. 310
Hilo, Hawaii 96720

Attention: Makiko
(808) 738-3860

Attention: Corene
(808) 738-3537

Attention: Rene
(808)935-4458 ext. 3841

2. Delivery by Panda:

Coupons will be delivered to the agency within five (5) working days following receipt of purchase order or procurement card order. Delivery shall be accomplished either in person or by "certified mail". If warranted, Panda will arrange for delivery of coupons via Federal Express. However, agencies are requested to utilize "e-ticketing" when travel is immediate.

Panda shall be responsible for loss or damage to the coupons during delivery until the agency actually takes possession of the coupons, as verified by signature of recipient or in the case of mailed coupons, a return certified receipt.

Reservations (coupon)

1. **Reservations must be made through Hawaiian.**

COUPON HOLDERS: DO NOT BOOK RESERVATIONS THROUGH PANDA OR ANY OTHER TRAVEL AGENCY.

COUPON PURCHASE PROCEDURES - continued

Reservations (coupon) - continued

2. Call Hawaiian or access their website on the Internet.

♦ Telephone: Oahu: (808) 838-1555; Neighbor Islands: (800) 882-8811

When making reservations by phone, provide the following information to the Hawaiian reservations agent:

- a. That a "G" coupon purchased through the State of Hawaii contract will be used.
- b. Traveler's home, business, and/or cellular phone numbers (for flight cancellation purposes).

- ♦ Internet: <http://www.hawaiianair.com/gov> (instructions are attached)

Altered Coupon

1. A coupon with the name scratched or whited out and another name inserted is considered an **altered coupon**, exchangeable only through **Panda**. Agencies with an altered coupon can make an exchange by mailing the coupon, together with a copy of the coupon purchase order, to Panda Travel, Inc., 1017 Kapahulu Avenue, Honolulu, Hawaii 96816 or exchange it at any of Panda's sales offices (refer to page 6 for locations).
2. A coupon with a name different from the traveler's name, not been scratched or whited out, can be exchanged by the traveler at the airport ticket counter. A boarding pass will be issued in exchange for the coupon for confirmed reservations only. No coupon exchanges will be made at the airport counter.

CHECK-IN AND PRE-BOARDING PRIVILEGES

1. **Check-in.** Travelers should allow sufficient time prior to departure to be checked in within thirty (30) minutes prior to flight departure time.

2. **Pre-Boarding Privileges.**

Pre-boarding of State of Hawaii contract passengers will not be announced. At the time of pre-boarding, traveler is advised to stand at the back of the Hawaiian Airlines Premier Club line and pre-board right after the Club members, before the general public. **To benefit from this pre-boarding arrangement, passengers must be at the boarding gate no later than twenty (20) minutes before flight departure.**

- a. Coupon holder:

"SOH" surrounded by asterisks, is printed at the top right hand corner of the "G" coupon. This special coding allows coupon holders to pre-board.

- b. E-ticketed traveler:

Refer to **E-TICKETING PROCEDURE, Boarding Pass**, item 2. Upon confirmation that traveler is a State of Hawaii contract passenger, the check-in agent will stamp the boarding pass with "State of Hawaii Pre-Board Only".

- c. Group travelers (10 or more passengers):

Pre-boarding for group travel is not allowed. Early check-in and working with the ticket agent is advised for the most advantageous boarding and seating through the general boarding process.

FLIGHT CANCELLATIONS AND LATE BOARDING

1. **Flight Cancellations.** If a flight is cancelled but Hawaiian does not notify the reservation holder of the cancellation prior to arrival at the airport, Hawaiian shall extend to the traveler at no additional charge, the option of:

- a. Boarding Hawaiian's next available flight to the same destination; or
- b. Having Hawaiian obtain reservations on another Carrier's aircraft leaving before Hawaiian's next available flight, if seating is available.

2. **Late Boarding.** When the traveler has not checking in within thirty (30) minutes of flight departure and misses the flight, only option 1.a. above shall apply.

RECEIPT OF PURCHASE ORDERS PRIOR TO PRICE LIST EXPIRATION

Purchase orders or e-ticketing reservations must be received by Panda no later than July 31, 2002. It is the agency's responsibility to ensure that purchase orders are sent and reservations are made on a timely basis. Panda is not obliged to accept any purchase order or e-ticketing reservations after the price list expiration date. In the interest of minimizing both purchase order processing and Panda Travel, Inc.'s delivery costs, agencies are urged to order coupons in bulk or utilize e-ticketing whenever possible.

PRICE LIST AVAILABLE ON HAWAII FYI. Agencies may retrieve a copy of this price list via the State's Hawaii FYI electronic gateway by dialing one of the following modem numbers: Hawaii - 974-6640, Kauai - 274-3600, Maui - 984-2000, Oahu - 587-4800.

At the main menu select *Hawaii Internet Services Menu*, then select *State price Lists* for the current listing. If assistance is required to access Hawaii FYI, call the ICSD Assistance Center at 586-1919 from Oahu and 1-800-252-1132 from the neighbor islands.

This price list is also available on the Internet at <http://www.state.hi.us/icsd/dags/spo.html>, the State of Hawaii Internet Home Page address.

ROBERT J. GOVERNS, CPPB
Procurement Officer